Send Response for Individual Case Instructions

Access the Website:

1. Open an Internet browser (such as Internet Explorer or Netscape).
2. In the address window type: **eme.ssa.gov**

   Or

   Click on this link: http://eme.ssa.gov
3. Once you have this page up, click on Favorites
   - Select "Add to Favorites"
   - In the name field, type **Electronic Records Express**
   - Click OK
4. Enter your Username.
5. Enter the password given to you by phone or via e-mail.

Change Your Password:

If this is the first time you are logging on, you will be required to change your password.

1. Enter the password we gave you in the old password field.
2. Enter a new password that is at least 7 characters long and includes both letters and numbers.
3. Enter the new password again into the Confirm New Password field.

Update User Information:

Your user profile information that we currently have in our records can be modified via the "Modify your account information" link on the Electronic Records Express Website Homepage. If our records are incorrect, change your profile information by performing the following steps:

1. Select the "Modify your account information" link.
2. Enter your new profile information within the appropriate fields.
3. Select the "Modify" button to forward the change.
4. Select the "Submit" button to submit the change.
5. A Confirmation Email will be sent to you once the change is processed.

NOTE: Only the lead contact can change the profile information for an organizational shared user account.

Send Medical Evidence or a 'No Records' Response:

- You will need to have the request letter available to enter the required information. If you are sending to an ODAR site you must have a barcode provided by ODAR.
- Look on the right under the **Evidence Submission Services** heading and select "Send Response for Individual Case". This option will take you to the **Send Response for Individual Case – Destination and Request Information** page to provide information about the request.

Step 1: Enter the 3 character SITE from the barcode or select the destination from the dropdown. Go to Step 2.

Step 2: Obtain the following information from the Request Letter (these items are usually found under the barcode, if present): If you are sending to an ODAR office you will need to enter information from the Barcode provided by ODAR.

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- Enter the Social Security Number (SSN). ***Only files for one SSN can be sent with this transaction.***
- Enter the Request ID (RQID). ***If an ODAR Destination was selected, do not enter non zero numbers that appear on the barcode page. For example, the barcode shows the RQID number as 0000001124, enter only 1124.***
- Select the appropriate RF (Routing Field) option, or '*No RF or No Barcode'* if not displayed on the request letter. This field is required if you are sending documents to an ODAR site.
- Select the appropriate DR (Document Return Code) option, or '*No DR or No Barcode'* if not displayed on the request letter. This field is required if you are sending documents to an ODAR site.
- Enter the CS (Check Sum Digits) if available, or leave this field blank if not displayed on the request letter. If you are sending to an ODAR site do not enter the CS information.
- If a DDS Destination was selected in Step 1, go to Step 3.
- If an ODAR Destination was selected in Step 1, go to Step 4.

Step 3: Do you have records to submit for this case? (For DDS Sites Only)

- Select the "***YES***" button if you are submitting records.
- Select the "***NO***" button if you are ***not*** submitting records.

Step 4: Select the 'Continue' Button.

- If you selected a DDS Destination you will be routed to one of the following:
  1. If you are routed to the **Send Response for Individual Case – Attach and Upload Files** page. ***Go*** to Step 5.
  2. If you are routed to the **Send Response for Individual Case – Provide Reason for not Transmitting Files** page. ***Go*** to Step 7.
- If you selected an ODAR Destination **Send Response for Individual Case – Attach and Upload Files** Go to Step 9

Step 5: Review the Destination and Request Summary. (Send Response for Individual Case – Attach and Upload Files page)

- Verify the accuracy of the information input in Step 2 against the information displayed on your request letter. If any of the information is not correct, make the corrections via the input fields in Step 2, by selecting the "Edit" button.

Step 6: Select the "Browse" button to select a file to send. (Do not send files that are password protected.)

- Select the "Add Another File" button to send additional files. ***Only files for the SSN entered in Step 2 can be sent with this transaction.***
- **Comments** – Field where you can provide additional information.

- Select the "Submit" button to forward the information to the Destination selected in Step 2. Go to Step 11.

Step 7: Review the Destination and Request Summary. (Send Response for Individual Case – Provide Reason for not Transmitting Files page)

- Verify the accuracy of the information input in Step 2 against the information displayed on your request letter. If any of the information is not correct, make the corrections via the input fields in Step 2, by selecting the "Edit" button.

Step 8: Select a Reason for not transmitting files.

- **Reason field -** Select a description identifying the reason why you are not submitting records
- **Comments field –** Provide an explanation of why you are not submitting records and any additional details (e.g., new appointment date).
- Select the "Submit" button to forward the information to the Destination selected in Step 2. Go to Step 11.

Step 9: Review the Destination and Request Summary. (Send Response for Individual Case – Attach and Upload Files - *ODAR and FEDRO* Destinations only page)

- Verify the accuracy of the information input in Step 2 against the information displayed on the barcode provided by ODAR. If any of the information is not correct, make the corrections via the input fields in Step 2, by selecting the "Edit" button.

Step 10: Select the "Browse" button to select a file to send. (Do not send files that are password protected.)

- Select the Document Type from the drop down menu, if field is displayed.
- Enter the Document Date, if field is displayed.
- Enter the Document From/To Date, if field is displayed.
- Type or paste any notes that you have for this file, if field is displayed.
- Select the "Add Another File" button to send additional files. ***Only files for the SSN entered in Step 2 can be sent with this transaction.***
- Select the "Submit" button to forward the information to the Destination selected in Step 2. Go to Step 11.

Step 11: A confirmation page is displayed to notify you that the transaction has been submitted. A confirmation number is generated for your reference.

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Access Keys

This application contains access keys to improve navigation and provide information. You will find a list of these keys in the table below:

Button	Access Key
Add Another File	2 – 8 (number corresponds to the file to be added)
Cancel	n
Continue	c
Edit	w
Home	m
Prior	p
Send Another Report	r
Send Another Response	r
Submit	b
Try Again	g

Other keyboard commands, hotkeys or access keys will vary based upon browser and the version of the browser that you are using. A list of these commands can be found in the Help section of your browser. The Help feature can be located on the Menu bar of your browser or by using the F1 function key on the keyboard. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

Note: To use these keys select the "Alt" button on your keyboard and the access key simultaneously.